

305: Provider Agency Responsibilities

- A. The provider agency is designated by the SLTCO to house the Regional LTCOP and to assure the provision of ombudsman services in the service area designated by a contract with, or grant from, the AAA or the IDoA.
- B. The provider agency shall be the sole provider of LTCOP services in the service area designated through contract with, or grant from, the AAA or the IDoA.
- C. The provider agency shall operate the Regional LTCOP in accordance with the provisions of this Manual and the contract or grant for LTCOP services with the AAA or the IDoA. Any agency provisions that require LTCOP service delivery components or data collection standards, practices or protocols different from those presented in this Manual must be approved in writing pursuant to Chapter 1, Section 104, C of this Manual.
- D. The provider agency shall assure that the Regional LTCOP performs the LTCOP Services Components outlined in Chapter 400.
- E. The provider agency shall require the Regional Ombudsman to submit the Regional LTCOP Annual Services Plan described in Section 407 of this Manual to the AAA for review and comment and to the Office for approval.
- F. The provider agency shall provide a full-time Regional Ombudsman, who:
 - 1. meets the applicable minimum qualifications (see Section 308-D of this Manual);
 - 2. has no duties in the agency outside the scope of the LTCOP as defined in state and federal law;

3. consults and participates in the development of an annual Regional LTCOP budget and annual services plan;
 4. works full-time to perform LTCOP functions exclusively; and
 5. oversees the activities and functions of developing a regional level advisory group which meets at least three times/ year.
- G. Subject to stable local, state and federal funding, adjusted for cost of living increases, and the provisions of an approved Annual Services Plan, the provider agency shall provide sufficient Paid LTCO, in addition to the Regional Ombudsman, if necessary, in order to:
1. fulfill the LTCOP Services Components described in Chapter 400 of this Manual;
 2. maintain or exceed the level of services provided in the service area during the previous fiscal year in conjunction with the activities in the Annual Service Plan for the coming year; and
 3. maintain or exceed the level of paid LTCO professional and support staff funded in the service area during the previous fiscal year.
- H. The provider agency shall support the Regional LTCOP by:
1. assisting in the development of resources for the operation of the Regional LTCOP, including financial and human resources;
 2. providing opportunities for the Regional LTCOP and other aging and social services organizations to

- collaborate to promote the health, safety, welfare, and rights of residents;
3. promoting awareness of LTCOP services to consumers and the general public within the service area;
 4. recognizing the responsibility of the RLTCOP to promote systems and issues advocacy on behalf of residents; and,
 5. providing each regional program with a computer with access to the World Wide Web and internet e-mail capability, a dedicated telephone line if the agency does not have sufficient lines to accommodate callers and usage of a cellular phone for the Regional Ombudsman which enables them to be reached when needed.
- I. The provider agency shall assure that Regional LTCOP data, activity reports, and quarterly reports are provided to the AAA in the format and according to the time lines required by the Office. Financial reports shall be provided to the AAA in the format required by the AAA.
 - J. The provider agency shall prohibit inappropriate access to LTCOP records located in the custody of the provider agency or unauthorized disclosure of the identity of any resident, complainant or witness with respect to LTCOP files or records.
 - K. The provider agency shall assure the attendance of all LTCOs at training for designation.
 - L. The provider agency shall assure the attendance of the Regional Ombudsman at mandatory statewide LTCOP trainings and meetings. The Office may approve an exception.

- M. The provider agency shall provide professional development opportunities for all LTCOP staff.
- N. The provider agency shall provide staff support, case consultation and certified back-up support as needed for the operation of the LTCOP, such as custodial, fiscal management, clerical, and telephone coverage and supervisory support for program operations.
- O. The provider agency shall arrange, in consultation with the Office and the AAA, if applicable, for temporary provision of LTCOP services in the service area when LTCO staff of the provider agency are unavailable or the staff position is vacant.
- P. The provider agency shall perform each of its responsibilities in administering the Regional LTCOP in accordance with all applicable federal and state laws, regulations, and this Manual.